

AMENDMENT UNDER 37 C.F.R. § 1.111
U.S. Application No. 10/018,441

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

LISTING OF CLAIMS:

1. *(Previously Presented)* A multimedia collaboration network reporting system for use in connection with at least one underlying multimedia collaboration system network for at least audio and video communications, the system comprising:

 at least one event monitoring module for monitoring events associated with the underlying multimedia collaboration system network, said events comprising: internal events consisting of events occurring within the underlying multimedia collaboration system network, external events consisting of events occurring outside the underlying multimedia collaboration system network and service events, consisting of service events associated with servers connected to said underlying multimedia collaboration system network, said at least one monitoring module responsively generating corresponding event information;

 at least one database module for receiving event information and recording the event information therein and for searching for and retrieving event information according to predetermined characteristics and attributes at one or more later times after said recording; and

 a reporting module for receiving query information from a user and for generating a report in accordance with the query information using the event information recorded in the database module.

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2. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, configured to monitor events associated with a plurality of multimedia collaboration system networks, wherein one of the modules is deployed in a centralized manner with respect to one of the plurality of multimedia collaboration system networks.

3. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, configured to monitor events associated with a plurality of multimedia collaboration system networks, wherein any of the modules are decentralized by being deployed in a distributed manner among the plurality of multimedia collaboration system networks.

4. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 3, wherein the decentralization of any of the modules results in a first system architecture that parallels the network architecture of a selected one of the multimedia collaboration system networks.

5. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the server events comprise server startup events, server shutdown events, user login events, user logout events, call events, call error events, service events or service error events.

6. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises a startup record operable to store event information corresponding to the server startup events.

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7. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 6, wherein the startup record comprises any of startup time information, error code information, error string information or supplemental information.

8. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises at least one shutdown record operable to store event information corresponding to the server shutdown events.

9. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 8, wherein the shutdown record comprises any of shutdown time information, error code information, error string information or supplemental information.

10. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises at least one user login record operable to store event information corresponding to the user login events.

11. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 10, wherein the user login record comprises any of user ID information, login time information, client information or supplemental information.

12. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises a user logout record operable to store event information corresponding to the user logout events.

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13. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 12, wherein the user logout record comprises any of user ID information, logout time information, client information or supplemental information.

14. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises at least one call record operable to store event information corresponding to the call events.

15. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 14, wherein the call record comprises any of caller information, call session information, callee information or timing information.

16. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module comprises at least one call error record operable to store event information corresponding to the call error events.

17. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 16, wherein the call error record comprises any of call failure information, session information, call information or timing information.

18. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises at least one service record operable to store event information corresponding to the service events.

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19. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 18, wherein the service record comprises any of service resource information, session information or timing information.

20. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 5, wherein the database module further comprises at least one service record operable to store event information corresponding to the service error events.

21. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 20, wherein the service error record comprises any of service resource problem information, operational error information, session information or timing information.

22. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the database module comprises a plurality of localized databases, each localized database configured to store the monitored event information associated with a particular multimedia collaboration system network, and a centralized database configured to centrally maintain the stored information associated with each of the plurality of localized databases.

23. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the database module comprises a centrally located database configured to maintain the monitored event information.

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24. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the database module comprises a plurality of localized databases, each database configured to store the monitored event information associated with a particular multimedia collaboration system network.

25. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the reporting module is configured to generate either standard or customizable reports relating to the operation of the multimedia collaboration system network in response to the database query parameter information.

26. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the reporting module comprises a web-based interface for providing either of a web-based query or response interactivity to the reporting module such that a database query can be formulated and provided via the Internet.

27. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the reporting module is operable, in response to the query information, to perform either of predetermined calculations or conditional tests on the event information stored in the database module in order to generate a report.

28. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the report comprises a machine readable report file.

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29. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 28, wherein the report comprises a comma-separated value report file.

30. *(Previously Presented)* The multimedia collaboration network reporting system of Claim 1, wherein the report comprises a combination of textual and graphical data.

31. *(Currently Amended)* A multimedia collaboration system for conducting a conference among a plurality of participants and for exchanging at least audio and video transmission, comprising:

a multimedia collaboration system network for providing services to a plurality of workstations, at least one of the workstations having a monitor for displaying visual images and A/V capture and reproduction capabilities for capturing and reproducing video images and spoken audio of the participants;

a data network providing a data path along which data can be shared among the plurality of the workstations; and a data conference manager for managing the sharing of data between the plurality of workstations;

a separate reporting system connected with the multimedia collaboration system network and configured to provide reporting analysis of the multimedia collaboration system network, [[the]] an independent reporting system comprising a network control system configured to monitor event information, said event information comprising internal event information consisting of information regarding events occurring within the system network, external event information consisting of information regarding events occurring outside the system network,

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and service event information, consisting of information regarding service events associated with servers of the system network, affecting the multimedia collaboration system network;

a database configured to store the monitored event information;

a database query system configured to format a database query according to query information and to query the database in accordance with the database query information; and

a report generation system configured to generate an analysis report from the monitored event information stored in the database in accordance with the database query information.

32. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the database comprises a plurality of localized databases, each database configured to store the monitored event information associated with a particular multimedia collaboration system network, and a centralized database configured to centrally maintain the stored information associated with each of the plurality of localized databases.

33. *(Original)* The multimedia collaboration system of Claim 31, wherein the database comprises a centrally located database configured to maintain the monitored event information.

34. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the database comprises a plurality of localized databases, each localized database configured to store the monitored event information associated with a particular multimedia collaboration system network.

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35. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the database query system comprises any of a standard filter formatter, a general filter formatter or an SQL interface formatter.

36. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the report generation system is configured to generate either standard or customizable reports about the multimedia collaboration system network in response to the database query information.

37. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the reporting system includes a web-based interface for providing either of a web-based query or response interactivity such that a database query can be formulated and provided via the Internet.

38. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the reporting system is operable, in response to the query information, to perform either of predetermined calculations or conditional tests on the event information stored in the database in order to generate a report.

39. *(Previously Presented)* The multimedia collaboration system of Claim 31, wherein the report comprises a machine readable report file.

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40. (*Previously Presented*) The multimedia collaboration system of Claim 39, wherein the report comprises a comma-separated value report file.

41. (*Previously Presented*) The multimedia collaboration system of Claim 31, wherein the report comprises a combination of textual and graphical data.

42. (*Currently Amended*) A multimedia collaboration system for conducting a conference among a plurality of participants comprising:

a multimedia collaboration system network enabling transmission of at least spoken audio and visual images, including a plurality of workstations each having a monitor for displaying the visual images and A/V capture and reproduction capabilities for capturing and reproducing the video images and the spoken audio of the participants;

a data network providing a data path along which data can be shared among the plurality of the workstations;

a data conference manager for managing the sharing of data between the plurality of workstations;

a separate reporting system connected with the multimedia collaboration system network and configured to provide reporting analysis of the multimedia collaboration system network, [[the]] an independent reporting system including a network control system configured to monitor one or more of internal, external or service event information affecting the multimedia collaboration system network wherein the event information comprises internal event information consisting of information regarding events occurring within the multimedia

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collaboration system network, external event information consisting of information regarding events occurring outside the multimedia collaboration system network, and service event information consisting of information regarding service events associated with servers connected to the multimedia collaboration system network;

a database configured to store the monitored event information;

a web-based database query system configured to format a database query according to query information and to query the database in accordance with the database query information;
and

a report generation system configured to generate an analysis report from the monitored event information stored in the database in accordance with the database query information.

43. *(Previously Presented)* A method for generating reports identifying multimedia collaboration system events in a multimedia collaboration system enabling transmission of at least spoken audio and visual images, comprising the steps of:

monitoring internal network system events, external network system events and service events, and recording event information corresponding to the monitored events to a database, the stored event information being classified in the database according to a predetermined set of characteristics and attributes, wherein the event information comprises internal event information consisting of information regarding events occurring within the multimedia collaboration system network, external event information consisting of information regarding events occurring outside the multimedia collaboration system network, and service event information consisting of

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information regarding service events associated with servers of the multimedia collaboration system network;

querying the database with a set of query information to generate an analysis report; and
generating the analysis report in accordance with the query information.

44. *(Previously Presented)* A reporting system, comprising:

a network control system configured to monitor event information of a multimedia collaboration system network enabling transmission of at least spoken audio and visual images, said event information comprising internal event information consisting of information regarding events occurring within the system network, external event information consisting of information regarding events occurring outside the system network, and service event information consisting of information regarding service events associated with servers of the system network;

a database configured to store the monitored event information;

a database query system configured to format a database query according to query information and to query the database in accordance with the database query information; and

a report generation system configured to generate an analysis report based on the monitored event information stored in the database in accordance with the database query information.

45. *(Previously Presented)* The reporting system of Claim 44, wherein the database query system comprises any of a standard filter formatter, a general filter formatter or an SQL interface formatter.

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46. *(Previously Presented)* The reporting system of Claim 44, wherein the report generation system is configured to generate either standard or customizable reports relating to the operation of the multimedia collaboration system network in response to database query information.

47. *(Original)* The reporting system of Claim 44, wherein the reporting module includes a web-based interface for providing either of a web-based query or response interactivity such that a database query can be formulated and provided via the Internet.

48. *(Previously Presented)* The reporting system of Claim 44, wherein the reporting module is operable, in response to the query information, to perform either of predetermined calculations or conditional tests on the event information stored in the database in order to generate a report.

49. *(Previously Presented)* The reporting system of Claim 44, wherein the report comprises a machine readable report file.

50. *(Previously Presented)* The reporting system of Claim 49, wherein the report comprises a comma separated value report file.

51. *(Previously Presented)* The reporting system of Claim 44, wherein the report comprises a combination of textual and graphical data.

52. *(Previously Presented)* A reporting system, comprising:

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a network control system configured to monitor event information of a multimedia collaboration system network enabling transmission of at least spoken audio and visual images, said event information comprising internal event information consisting of information regarding events occurring within the system network, external event information consisting of information regarding events occurring outside the system network, and service event information consisting of information regarding service events associated with servers of the system network;

a database configured to store the monitored event information;

a web-based database query system configured to format a database query according to query information and to query the database in accordance with the database query information;
and

a report generation system configured to generate an analysis report from the monitored event information stored in the database in accordance with the database query information.

53. *(Previously Presented)* The reporting system of claim 52, wherein said event information comprises event logs and WAN call progress signals.